

EXHIBIT 9

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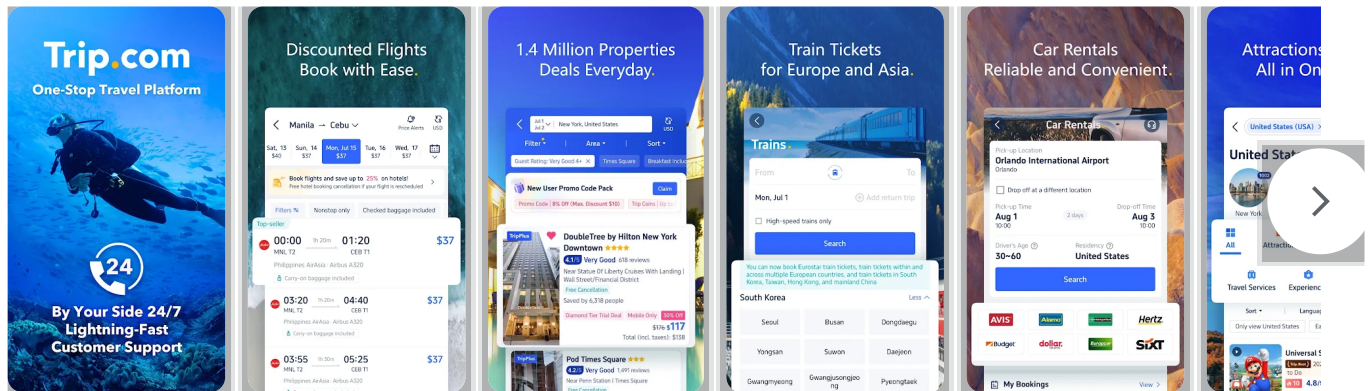


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About this app



Welcome to your new all-in-one travel app! Trip.com makes planning your next holiday simple - not only do we have thousands of flight routes and hotels, but we also offer car hire, tour tickets, and other travel must-haves. Need an e-sim or travel insurance? We've got you covered.

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Data safety



Safety starts with understanding how developers collect and share your data. Data privacy and security practices may vary based on your use, region, and age. The developer provided this information and may update it over time.



This app may share these data types with third parties
Personal info, Financial info and 2 others



This app may collect these data types
Location, Personal info and 9 others



Data is encrypted in transit



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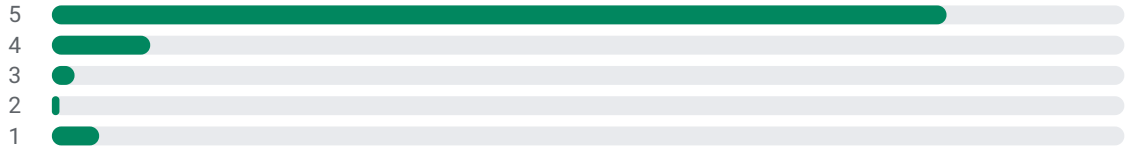
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4.7



522K reviews



Steve Mathis



March 6, 2025

Most travel apps remember the date you searched for. Trip does not. So, if you put in a date and then flip to other screens to do some research (on more reliable services) the app will flip your dates back to it's default. So, if you want "May" it may flip your dates to "Mar". Then, when you try to get a change to the right dates all they say is "Our apologies, we'll give you a couple of bucks, but other than that, you're out a boatload of money for that hotel room you won't be able to use."

16 people found this review helpful

Did you find this helpful?

Yes

No

Trip.com

March 6, 2025

Dear customer, thanks for your feedback. We apologize for any inconvenience caused and understand the seriousness of the issue. Kindly provide us with your detailed concern, passenger/guest name, reserved email, and booking number, if any, at en_servicemanager@trip.com so that we can look into it further. Thank you.



Oliver Brawn



February 14, 2025

App looks cheap and scammy, and most of the so-called 'deals' are also scams- pressure you to put your details in as quickly as possible and then tell you the promotion is unavailable to get you to buy something that you don't want for more money. Has an annoying virtual assistant thing that floats around the screen, and it's next to impossible to actually find anything useful on the app interface - as above, it seems to be designed as a medium for ads and dubious deals rather than usefulness.

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E E



★☆☆☆☆ November 12, 2024

I'm extremely disappointed with the current beta version of this app. It's now full and restricted for entering, which means I can't access my account or check my bookings. This is extremely inconvenient, especially when traveling, as I'm unable to show my bookings to others or contact customer support if something goes wrong. An app meant to make things easier has done the opposite! Please fix this issue and provide better access or alternative solutions for users.

165 people found this review helpful

Did you find this helpful?

Yes

No

Trip.com

November 12, 2024

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